

**Amendments to the Claims:**

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A computer executing an optimum operator selection support system, comprising:

a document computer executable management part that manages a plurality of documents stored by the computer related to a plurality of jobs, with additional information on a plurality of operators who generated the plurality of documents;

a document feature computer executable extraction part that extracts operator-specific documents generated by one of the plurality of operators from the document computer executable management part, and extracts a plurality of features of the operator-specific documents for the one of the plurality of operators; and

a job feature computer executable extraction part that extracts job features from the plurality of features by detecting common features based on a frequency of occurrence of terms in the operator-specific documents extracted by the document feature computer executable extraction part,

~~wherein the document computer executable management part monitors additions to or alterations of the plurality of documents to determine if a document has been updated or newly added so as to cause an update to the plurality of features, and wherein the document computer executable management part identifies a status of the one of the plurality of operators as an optimum operator based on the job features.~~  
an operator as the optimum operator for an assigned task based on the job features.

2. (Withdrawn) The computer according to claim 1, further comprising a task computer executable management part that analyzes job order relations based on electronic

data transmitted/received among the plurality of operators, and manages information on the job order relations,

wherein the job feature computer executable extraction part extracts the job features and roles of the plurality of operators based on the plurality of features of operator-specific documents extracted by the document feature computer executable extraction part and the information on the job order relations managed by the task computer executable management part.

3. (Withdrawn) The computer according to claim 2, further comprising:

a conversation computer executable management part that manages conversations among the plurality of operators by utilizing electronic data; and

a conversation feature computer executable extraction part that extracts conversation features from the conversations managed by the conversation computer executable management part,

wherein the job feature computer executable extraction part extracts the job features from the operator-specific documents extracted by the document feature computer executable extraction part, extracts a distribution of the conversations managed by the conversation computer executable management part, and extracts the roles of the plurality of operators from the information on the job order relations managed by the task computer executable management part.

4. (Withdrawn) The computer according to claim 1, further comprising:

a conversation computer executable management part that manages conversations among the plurality of operators by utilizing electronic data; and

a conversation feature computer executable extraction part that extracts conversation features from the conversations managed by the conversation computer executable management part,

wherein the job feature computer executable extraction part extracts the job features from the operator-specific documents extracted by the document feature computer executable extraction part and extracts a distribution of the conversations managed by the conversation computer executable management part.

5. (Withdrawn-Currently Amended) A computer executing an optimum operator selection support system, comprising:

a task computer executable management part that analyzes job order relations, including authority levels of responsible operators, based on electronic data transmitted/received among a plurality of operators, and stored by the computer, and manages information on the job order relations; and

a job feature computer executable extraction part that extracts roles of the plurality of operators to perform jobs from the job order relations managed by the task computer executable management part,

~~wherein the task computer executable management part monitors additions to or alterations of the roles of the plurality of operators to determine if a role has been updated or newly added so as to cause an update to the roles, and~~ wherein the task computer executable management part selects an identifies an operator as the optimum operator for an assigned task based on the roles of the plurality of operators.

6. (Withdrawn) The computer according to claim 5, further comprising:

a conversation computer executable management part that manages conversations among the plurality of operators by utilizing electronic data; and

a conversation feature computer executable extraction part that extracts conversation features from the conversations managed by the conversation computer executable management part,

wherein the job feature computer executable extraction part extracts job features from a distribution of the conversations managed by the conversation computer executable management part.

7. (Withdrawn-Currently Amended) A computer executing an optimum operator selection support system, comprising:

a conversation computer executable management part that collects conversation information among a plurality of operators by utilizing electronic data, the electronic data being stored by the computer, and manages the collected conversation information;

a conversation feature computer executable extraction part that extracts features of the collected conversation information managed by the conversation computer executable management part; and

a job feature computer executable extraction part that extracts job features of the plurality of operators and generates a job feature management table, including names and roles of responsible operators, from a distribution of the conversation information collected by the conversation computer executable management part,

~~wherein the conversation computer executable management part monitors additions to or alterations of the conversation information to determine if the features of the conversation information have been updated or newly added so as to cause an update to the features of the conversation information, and wherein the conversation computer executable management part selects an~~ identifies an operator as the optimum operator for an assigned task based on the job features.

8. (Withdrawn) The computer according to claim 1, further comprising a similar job computer executable search part that searches for similar jobs based on information extracted by the job feature computer executable extraction part.

9. (Withdrawn) The computer according to claim 1, further comprising a reference material automatic computer executable collection part that searches for similar jobs to a designated job and collects documents related to the similar jobs as reference materials.

10. (Withdrawn) The computer according to claim 1, further comprising a job structure computer executable generation part that generates a structure representing roles of the plurality of operators related to a job.

11. (Withdrawn) The computer according to claim 10, wherein the job structure computer executable generation part generates an association diagram showing the job based on roles in the job, and describes the roles of the plurality of operators and features extracted from generated documents in the association diagram.

12. (Previously Presented) The computer according to claim 1, further comprising an optimum operator computer executable selection part that selects optimum operators based on information extracted by the job feature computer executable extraction part.

13. (Withdrawn) The computer according to claim 1, further comprising:  
a computer executable inquiry part that makes an inquiry to the job feature computer executable extraction part; and

a display information computer executable analysis part that analyzes response information to inquiry information by the computer executable inquiry part, and generates image information having a content to be easily understood.

14. (Withdrawn) The computer according to claim 13, wherein the display information computer executable analysis part generates the image information as a graph representing documents and features of the documents handled by an arbitrary operator, among documents generated in a job conducted by the plurality of operators.

15. (Withdrawn) The computer according to claim 1, further comprising a similar operator computer executable search part that searches for operators having similar roles based on information extracted by the job feature computer executable extraction part.

16. (Withdrawn) The computer according to claim 1, further comprising a key-person computer executable search part that detects an operator who played a leading role in a job handled by the plurality of operators.

17. (Withdrawn) The computer according to claim 1, further comprising a key-person computer executable search part that classifies features of documents generated by respective operators, extracted by the document feature computer executable extraction part, based on similarity, then searches for an operator who has been involved in many of classified items as a person who grasps the documents from a broad view, and determines the operator who has been involved in many of classified items as a key person who played a leading role in a job handled by the plurality of operators.

18. (Withdrawn) The computer according to claim 1, further comprising a key-person computer executable search part that classifies features of documents generated by respective operators, extracted by the document feature computer executable extraction part, based on similarity, then searches for an operator who has been involved in many of classified items as a technical leader, and determines the operator who has been involved in many of classified items as a key person who played a leading role in a job handled by the plurality of operators.

19. (Withdrawn) The computer according to claim 4, further comprising a key-person computer executable search part that searches for an operator who has frequently performed communication with most of the plurality of operators of a job, from information extracted by the conversation feature computer executable extraction part, and determines the

operator who has frequently performed communication as a key person who played a leading role in a job handled by the plurality of operators.

20. (Withdrawn) The computer according to claim 1, further comprising a similar job computer executable search part that searches for similar jobs based on information extracted by the job feature computer executable extraction part.

21. (Withdrawn) The computer according to claim 4, wherein the conversation computer executable management part further includes a conversation information computer executable input part that inputs conversation information which has not been automatically obtained by the conversation computer executable management part, and

wherein the conversation computer executable management part handles the conversation information inputted by the conversation information computer executable input part similarly to the electronic data.

22. (Withdrawn) The computer according to claim 4, further comprising a mail quotation computer executable detection and deletion part that deletes a quotation from another operator's remark, from conversations managed by the conversation computer executable management part.

23. (Withdrawn) The computer according to claim 4, wherein the conversation feature computer executable extraction part separately extracts features of a quotation from another operator's remark and a newly-written remark.

24. (Withdrawn) The computer according to claim 4, further comprising an important member computer executable detection part that detects a person who is not registered by the conversation computer executable management part as a member to conduct a job but significantly related to the job for execution of the job.

25. (Currently Amended) A computer-readable recording medium containing an optimum operator selection support program, the program causing a computer to function as:

a document computer executable management part that manages a plurality of documents related to a plurality of jobs, with additional information on a plurality of operators who generated the plurality of documents;

a document feature computer executable extraction part that extracts operator-specific documents generated by one of the plurality of operators from the document computer executable management part, and extracts a plurality of features of the operator-specific documents for the one of the plurality of operators; and

a job feature computer executable extraction part that extracts job features from the plurality of features by detecting common features based on a frequency of occurrence of terms in the operator-specific documents extracted by the document feature computer executable extraction part,

~~wherein the document computer executable management part monitors additions to or alterations of the plurality of documents to determine if a document has been updated or newly added so as to cause an update to the plurality of features, and wherein the document computer executable management part identifies a status of the one of the plurality of operators as an operator as the optimum operator for an assigned task based on the job features.~~

26. (Withdrawn-Currently Amended) A computer-readable recording medium containing an optimum operator selection support program, the program causing a computer to function as:

a task computer executable management part that analyzes job order relations, including authority levels of responsible operators, based on electronic data transmitted/received among a plurality of operators, and manages information on the job order relations; and



a job feature computer executable extraction part that extracts roles of the plurality of operators to perform jobs from the job order relations managed by the task computer executable management part,

~~wherein the task computer executable management part monitors additions to or alterations of the roles of the plurality of operators to determine if a role has been updated or newly added so as to cause an update to the roles, and~~ wherein the task computer executable management part selects an identifies an operator as the optimum operator for an assigned task based on the roles of the plurality of operators.

27. (Withdrawn-Currently Amended) A computer-readable recording medium containing an optimum operator selection support program, the program causing a computer to function as:

a conversation computer executable management part that collects conversation information among a plurality of operators by utilizing electronic data, and manages the collected conversation information;

a conversation feature computer executable extraction part that extracts features of the collected conversation information managed by the conversation computer executable management part; and

a job feature computer executable extraction part that extracts job features of the plurality of operators and generates a job feature management table, including names and roles of responsible operators, from a distribution of the conversation information collected by the conversation computer executable management part,

~~wherein the conversation computer executable management part monitors additions to or alterations of the conversation information to determine if conversation information has been updated or newly added so as to cause an update to the features of the conversation information, and~~ wherein the conversation computer executable management

part ~~selects an~~ identifies an operator as the optimum operator for an assigned task based on the job features.

28. (Previously Presented) The computer according to claim 1, wherein the plurality of documents are authored by the same operator.